

Business Analyst

The Tennessee Department of General Services is responsible for providing goods and services to the State government of Tennessee. Its primary customers are other State departments and agencies. It also serves vendors wishing to do business with the State, and citizens and organizations interested in purchasing surplus State and federal property. The Department's services include centralized procurement for State departments; management of the State's real estate assets; motor vehicle and equipment management; printing, media, and photographic services; postal services; warehousing and distribution; State employee parking, badging, and shuttle services; and assistance to small businesses and businesses owned by minorities, women, and veterans. For more information about the Department of General Services please visit www.tn.gov/generalservices.

The Business Analyst (BA) will assist the Senior Business Analyst (SBA) with implementation of business and technology solutions for the State of Tennessee Real Estate Asset Management (STREAM) division. With guidance from the SBA, this individual will work with subject matter experts around their business processes and technology practices and provide guidance on process improvement. The BA will serve as a liaison to the Strategic Technology Solutions (STS) Division; the IT division for the State of Tennessee. This role will operate at a high level of understanding of each core business team's needs and will work toward capturing the necessary data and functionality and delivering an efficient solution. The BA will provide ideas and solutions to assist the division in managing its data and improving performance metrics. This position will report directly to the Senior Business Analyst of STREAM.

The position is located in downtown Nashville and the monthly starting salary is \$4,542-\$5,223 (determined on experience). Information regarding benefits can be found at www.tn.gov/hr/employees1/benefits.html. Qualified candidates should submit a resume and letter of interest to John.M.Crum@tn.gov. Position will be posted until filled.

Examples of Duties and Responsibilities

- Assist in the improvement of business processes, data collection, and reporting for the STREAM business areas and must have the ability to be the primary facilitator.
- Document, model, and gather requirements from the various STREAM business areas.
- Effectively communicate business objectives, schedules and status with management, clients and other stakeholders through oral and written communication.
- Work as a partner with the STS team to deliver on the overall client requirements.
- Monitor and manage all business process related communications activities. This includes some management of project resources, tasks and budgets.
- Extract and analyze data from SQL Server, Excel, and Access.
- Monitor, review and resolve all business process related issues in a timely manner.
- Conduct user training.
- Become a "super user" of the Archibus software system.

Requirements

- Completion of a four-year bachelor's degree from an accredited college or university; OR
- 4 years of professional business experience.
- Knowledge of Enterprise Level Software, preferably Archibus or other Real Estate software (Integrated Workplace Management Systems - IWMS) - Highly Desired
- Strong Microsoft Office skills, specifically Excel.
- The ability and desire to work in an information technology based environment and to acquire a deep understanding of enterprise-wide systems.
- Excellent presentation, verbal and written communication skills.
- Excellent organization and analytical skills, with the ability to develop conclusions.
- Excellent problem solving skills

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.